ANNEX D

ATTACHMENT 2

OPERATIONS OTHER THAN WAR (OOTW)

A. OOTW SUPPORT

1. The Contractor shall furnish those supplies and services ordered by the Contracting/Ordering Officer in support of OOTW. The types of supplies and/or services which may be required include, but are not limited to, those identified in the following paragraphs. Prices for OOTW support ordered will be negotiated between the Contracting/Ordering Officer and the Contractor PRIOR to issuance of any delivery order requiring such supplies/services. Since OOTW support differs substantially from normal port visit logistics requirements, the contractor shall be entitled to a separate agent fee commensurate with the types of support ordered. The agent fee shall also be negotiated between the Contracting/Ordering Officer and the Contractor PRIOR to issuance of any delivery order requiring OOTW support.

2. The quality of all supplies and services rendered hereunder shall conform to the highest standards in the relevant profession, trade, or field of endeavor. All services shall be performed and supervised by individuals fully qualified and licensed in the relevant profession, trade, or field. Without additional expense to the Government, the Contractor shall be responsible for obtaining any necessary insurance, licenses, and permits, and for complying with any applicable laws, codes, and regulations, in connection with the performance of the work. Further, the Contractor is responsible for ensuring that proper safety and health precautions are taken to protect the work, the workers, the public, and the property of others. The Contractor shall monitor the status of services provided to ensure timely and satisfactory performance; and shall be available on call at all times to assist with any problems encountered.

B. OOTW SUPPLIES AND SERVICES

1. POTABLE WATER

The Contract shall provide for the procurement and delivery of potable water to a specified site(s).

The contractor shall provide for the furnishing of fresh, potable water in 1.5 liter-sized bottles. The drinking water must be of a quality not less than that prescribed in Guidelines for Drinking-Water Quality, as published by the World Health Organization and shall comply with the specifications of the NATIONAL PRIMARY DRINKING WATER REGULATIONS (NPDWR) TREATED WATER QUALITY STANDARDS.

2. PORTABLE LATRINES & SERVICES

The services to be provided consist of the rental of latrines (toilets), all labor, transportation, delivery, pick-up, dismantling, repair and maintenance, tools, materials, supervision and servicing of latrines.

The contractor shall provide standard commercial-type portable, chemical latrines (one seat), that are a single cabin unit. The cabin is to be equipped with a hand-cleaning agent (dispenser), urinal, holding tank (minimum capacity of 250 Liters), toilet paper holder, clothing hook, ventilation outlet, lockable door, and translucent roof.

The contractor shall provide all labor, material, transportation and equipment required for the delivery and installation of the latrines; servicing (emptying); removal of sludge to the appropriate sewage disposal point; and the pickup/removal of all latrines at the expiration of the rental period. In addition, the contractor must provide all chemical agents, including antifreeze when appropriate.

Note: The contractor must implement a quality assurance program that will ensure that his work, including work performed by his employees and or subcontractor employees, is accomplished in a manner that conforms with all applicable local and federal and/or host nation ecology and environmental laws, directives and regulations. The contractor must obtain, and hold current, all necessary permits for the operation of this service, including disposal vehicles and work performed on Saturdays, Sundays and local national and/or US holidays.

(i) SERVICING OF LATRINES

The servicing of EACH latrine must be accomplished DAILY, including all weekends and local and U.S. holidays. Servicing shall include the replenishment of all chemical agents. Each cabin interior shall be completely cleaned with a disinfectant agent, and the exterior walls will be cleaned as appropriate to give a well-maintained appearance. The hand-cleaning agent will be replaced as needed, and adequate supplies of cleaning agents and toilet paper shall be maintained.

(ii) DELIVERY OF LATRINES

The latrines shall be delivered operational and ready-for-use. The Contractor and the Contracting Officer or his/her designated representative will jointly inspect each latrine for damages (dents, scratches) and completeness. The Contractor shall provide a complete inventory, in English, for documenting the results of the joint inspection. The inventory must be signed and dated by both the designated Government representative and the Contractor as verification that latrines were delivered in the quantities ordered and in the condition described/annotated. A copy of the inventory shall be retained by the Contractor and the designated Government representative for use during the joint Inspection that must again be conducted at the end of the rental period. Both the designated Government representative and the Contractor shall sign the final inventory document to verify the return of all equipment in the condition described/annotated. Reasonable wear and tear, as well as damages which are not

annotated on the final inventory will not be considered as valid if the contractor later submits a claim against the government.

Relocation of latrines, when ordered, will normally be required within 12 hours after Contractor receives notification.

3. FLOODLIGHTS

(i) SPECIFICATIONS

The services to be provided consist of rental, delivery, set-up, maintenance and removal of floodlights to and from a specified site(s).

The contractor shall provide commercially available, portable, wheel mounted, self contained floodlights that meet or exceeds the following specifications:

- The unit/s must be completely self contained and include an on- board generator capable of providing the required electrical power on a sustained basis (12 hours without interruptions). The noise-level of the generator shall not exceed 75 DBA, measured at a distance of 7 meters from the unit.

- The unit/s shall be equipped with an on-board fuel tank, which has a minimum fuel capacity capable of operating the unit for a continuous 12-hour period.

- The units shall be equipped with six (6) 1500 watt halogen lights which are to be mounted on a telescoping mast that can be adjusted from 7 to 9 meters in height. The lights are to be separately mounted on the mast, and must be both horizontally and vertically adjustable to permit changes in the direction they can be aimed.

- All fixtures, including light bulbs, must be weather resistant to allow outdoor operation during periods of rain, wind, snow or other inclement weather conditions.

- The contractor shall provide all cables, cords and operating accessories, to include spare light bulbs (2 per light unit), and English language operational manuals.

(ii) DELIVERY, MAINTENANCE & REMOVAL

The contractor is responsible for the delivery and operational testing of each unit, on site. The contractor must further ensure that the equipment and its installation meet the

requirements of all applicable VDE regulations and the Trade Unions (UW) accident prevention regulations. The unit/s shall be delivered, installed and completely operational by the time specified on the delivery order.

The contractor shall provide a point of contact for "on call" maintenance and/or replacement of equipment. The point of contact must be available from 0800 to 2000 hours daily, including Saturday, Sunday and all local and U.S. holidays. In addition, the contractor shall provide all labor, materiel and supervision required to keep the equipment in a serviceable and safe operating condition. Repair and maintenance may be performed on site, subject to coordination with the authorized Government representative. If a light unit becomes inoperable, the Contractor will be notified immediately. The Contractor must respond within 6 hours after notification to provide the necessary repair and/or maintenance services. Equipment that remains inoperable for more than a 24 hours period will be considered not available for use and rental fees will cease until the equipment is repaired to a fully operable condition or replaced with a serviceable unit. The pick-up and removal of inoperable equipment shall be accomplished at no additional expense to the Government.

4. BILLETING SERVICES—HOTEL/MOTEL ROOMS

The services to be provided include the rental of lodging accommodations (hotel, motel, or inn), that provide sleeping facilities to the traveling public. It is the Contractor's responsibility to ensure that the accommodations provide meet the specifications set forth below, and to ensure that the following items are available in the accommodations provided:

(i) ROOMS

- Living Space: Single and double occupancy rooms shall contain adequate living and sleeping areas. No more than two people shall normally be assigned per room.

- Rooms shall be constructed and finished to provide good light and sound attenuation. All windows shall be provided with blackout lining, shades or blinds. If drapes are provided, they must screen out the light.

- Sufficient electrical outlets shall be available and in good working condition.

- All entrance doors to rooms shall have interior security locks; either deadbolt or double locking locks. Each authorized room occupant shall be provided with a room key.

- Bathrooms must be constructed to provide convenient sanitary facilities. Bathrooms must contain a shower and/or tub combination with a wash basin, a properly functioning toilet, and

a mirror. Additionally, bathrooms should have adequate lighting and grounded electrical outlets for use of electrical razors, hair dryers etc. The shower or shower/tub combination shall have shower doors or curtains.

- A telephone in the room is desirable. If unavailable due to location, the Contractor shall ensure the availability of telecommunication devices in the immediate area.

- A television in the room is desirable. If unavailable due to location, provide patrons with information regarding nearest available source.

- Rooms shall have adequate heating and cooling capabilities.

- Furnishing and Equipment: Must be clean and in good repair, and shall include the following, at a minimum:

  Lamp --1 per desk or writing table
  Adequate clothes storage drawers and closet space
  Desk or writing table with chair
  Trash container

- If available, the following amenities shall also be included:

  Radio
  Working tables and chairs
  Restaurant within the facility
  Refrigerators or ice machines
  Chair, occasional
  Alarm clock

(ii) HOTEL/MOTEL SERVICES

The services provided shall include, but are not limited to the following:

ASSIGNMENT OF QUARTERS/ROOMS: The Contractor shall be available to provide 24-hour check-in and checkout service, 7 days a week. Individuals of the same sex, designated for double room occupancy, shall be billeted in rooms with two beds; if not available, single rooms shall be used.. The Contractor shall ensure that all Government personnel to be billeted under this contract present proper authorization at time of check-in. to the contractor.

CUSTODIAL/SANITATION SERVICES: Daily custodial service shall include, but is not limited to, cleaning room, making bed, changing linen (as required), and providing adequate

quantities of soap, a minimum of four bath towels, four hand towels, sanitized drinking glasses, facial tissues, and a cloth bath mat.

LINEN SERVICE: Linen service shall be provided once a week or when occupancy changes, whichever occurs first. Additional blankets shall be made available if requested by occupant. All linen and blankets shall be clean, freshly laundered, without any objectionable odors, and in good repair, free from tears, rips, holes, stains, and extensive wear. Pillows shall be at least six inches thick to provide proper support.

ADDITIONAL DESIRABLE AMENITIES: If available, the following services shall also be provided: 24 hour wake up service; Message service; and Shuttle service.

COMMON USE AREAS: All hallways, corridors, grounds, and other adjacent areas shall be maintained in a clean, neat and safe condition.

"DO NOT DISTURB" SIGNS: All rooms shall have such signs available. Contractor's employees shall understand and respect them when displayed.

LAUNDRY DROP OFF/PICK UP: Contractor shall provide required laundry service, as required.

BARBER SERVICES: Contractor shall provide access in hotel area for barber/beautician services, as needed.

INFORMATION SERVICES: Customer service representatives of the Contractor shall be available to explain to personnel billeted under this contract all miscellaneous charges that are NOT covered under the contract and which are the responsibility of each individual incurring such charges, i.e., telephone bills. In addition, the Contractor make available information on bus schedules, taxis and other local transportation, dining facilities and locations, and commercial telephone directory service.

BUSINESS SERVICES: Hotel shall have available standard business services, including space for meetings, telephones, copiers and fax service, as required.

MEAL SERVICE: Contractor may be required to arrange for meal service, as specified on individual delivery orders. The services to be provided consist of arranging for and/or managing all personnel and all supplies/material necessary to provide meal services as ordered. The contractor will provide a documented Quality Control Program, Quality Assurance Program, and a Sanitation Inspection Program applicable to the provision of meal service.

5. TENTS - SUMMER

The services to be provided consist of the rental, erection, dismantling and maintenance of all tentage and associated equipment, as specified in the following paragraphs:

(i) The contractor shall arrange for the quantity of billet tents ordered (may be identified in square meters or number of tents of specific sizes) to be erected at the site(s) and in the configurations stated in the delivery order. (Plot plans will normally be provided.)

(ii) Tents shall be constructed of PVC or polyester fire resistant canvas. The contractor must ensure that all tent flaps and openings are adequately secured so as to prevent rain from entering the tent.

(iii) The entire usable space within the tent must be covered with floors that are constructed of wood or other equally hard material (the material used must offer a nonskid surface). The floors must be installed in such a manner as to alleviate uneven surfaces that could cause personnel to stumble or trip. The floors must be elevated a minimum of 10 cm above the ground, and be capable of supporting 250 kg per square meter.

(iv) Each tent shall be equipped with at least two (2) lockable entrance/exit doorways constructed of wood, metal or Plexiglas (no glass). The doors shall be a minimum of 100 cm wide and 210 cm high. (The Contractor shall furnish a minimum of two keys per door.

(v) Partitions/Dividers shall be made of canvas and/or other suitable fire resistant material. They must be a minimum of 2.40 meters in height and 3 meters long (unless otherwise specified).

(vi) Each tent shall be equipped with fluorescent lighting sufficient to provide lux measured at 80 cm off the floor (measured at any place within the tent).

(vii) A JP54 or equivalent fuse box shall be installed in each tent. The box shall be equipped with at least one connector to accommodate a single 380V/16AMP male plug, CEE NORM. All wiring within the tent will originate from this fuse box and all circuits will be properly fused. The specified quantities of electrical outlets, 220V/16AMP, will be installed within the tent. The location of the outlets will be coordinated with the designated Government representative.

(viii) The Government will provide the required electrical power and will be responsible for the cables and connections from the contractors fuse box to the government furnished power source.

(ix) The specified number of tables and benches, capable of seating (6) six adults shall be furnished. The contractor shall place the furniture in the tent at the locations determined by the designated Government representative.

(x) The Contractor shall have an adequate number of dedicated maintenance personnel stationed on-site. Maintenance personnel shall be available 24 hours a day, 7 days a week, in order to perform repairs and/or replacement actions as necessary and shall be qualified to perform emergency tent maintenance.

6. TENTS - WINTERIZED

The services to be provided shall include the rental, erection, dismantling and maintenance of all tentage and associated equipment.

(i) The contractor shall arrange for the quantity of billet tents ordered (may be identified in square meters or number of tents of specific sizes) to be erected at the site(s) and in the configurations stated in the delivery order. (Plot plans will normally be provided.)

(ii) The tentage shall be constructed of PVC or polyester-coated fire resistant canvas. In addition to the tentage, an exterior wall shall be constructed to enclose each tent to the height of the tent eaves. The exterior wall is to be constructed of wood that has a minimum thickness of 20 mm; or hard plastic/fiberglass that has a minimum thickness of 3 mm; or aluminum material, which has a minimum thickness of .75 mm. The contractor must ensure that all tent flaps and openings are adequately secured so as to prevent wind and/or snow from entering the tent.

(iii) Unless otherwise specified, the entire usable space within the tent must be covered with floors that are constructed of wood or other equally hard material (the material used must offer a nonskid surface). The floors must be installed in such a manner as to alleviate uneven surfaces that could cause personnel to stumble or trip. The floors must be elevated a minimum of 10 cm above the ground and be capable of supporting 250 kg per square meter.

(iv) Each tent shall be equipped with at least two (2) lockable entrance/exit doorways. These doorways shall be constructed of wood, metal or Plexiglas (no glass). The doors shall be a minimum of 100 cm wide and 210 cm high. (The Contractor shall furnish a minimum of two keys per door.)

(v) Partitions/Dividers shall be made of canvas and/or other suitable fire resistant material. They must be a minimum of 2.40 meters in height and 3 meters long (unless otherwise specified).

(vi) The Contractor shall furnish forced air, fuel operated heaters sufficient for maintaining a minimum temperature of C (+/-3 degrees C). Each heater shall be installed on an appropriate drip pan. When partitions/dividers are installed, the Contractor shall ensure that adequate heaters are provided to heat each area. The heater installations shall be in accordance with applicable commercial standards for safety. Heaters shall be installed on the outside of the tents with properly insulated heating ducts leading into the tents. The Contractor shall furnish at least one 150-liter fuel tank per installed heater. The tank must be clean, in good condition, and fully operational at time of delivery. The Contractor shall also be responsible for the maintenance of the fuel tanks. The fuel tank installations shall be in accordance with the applicable VDE and Trade Union safety standards. Tanks shall be installed on the outside of the tents.

(vii) Subsequent to initial testing and set up/installation of heaters, the Government will provide fuel oil as required during the performance of the delivery order.

(vii) Each tent shall be equipped with fluorescent lighting sufficient to provide lux measured at 80 cm off the floor (measured at any place within the tent)

(viii) A JP54 or equivalent fuse box shall be installed in each tent. The box shall be equipped with at least one connector to accommodate a single 380V/16Amp male plug, CEE NORM. All wiring within the tent shall originate from this fuse box and all circuits shall be properly fused. The specified quantities of electrical outlets, 220V/16Amp, shall be installed within the tent. The location of the outlets will be coordinated with the designated Government representative.

(ix) The Government will provide the required electrical power and will be responsible for the cables and connections from the contractors fuse box to the government furnished power source.

(x) The specified number of tables and benches capable of seating six (6) adults shall be provided. The Contractor shall place the furniture in the tent at the locations determined by the designated Government representative.

(xi) The Contractor shall provide and adequate number of dedicated maintenance personnel stationed on-site. Maintenance personnel shall be available 24 hours a day, 7 days a week, in order to perform necessary repairs and/or replacement actions. Maintenance personnel shall be qualified to perform both emergency tent and heater maintenance.

(x) The US Government will provide fuel containing proper additives to prevent freezing upon completion of the erection of each tent, as well as the equipment and labor required for snow removal (on top and in the vicinity) of each tent Blanks are to be filled in by the requiring activity.

7. SHOWER TRAILER & RELATED SERVICES

(i) The services to be provided include the rental, installation, maintenance, cleaning (as specified) of shower trailer units and associated equipment. Service shall also include the removal of all Contractor furnished equipment upon completion of the rental period.

(ii) The Contractor shall provide shower trailer/s delivered and installed at the specified site(s), in the configuration/s set forth in the delivery order and any applicable plot plans.

(iii) The shower trailer/s shall be constructed in such a manner as to meet, or exceed, the applicable VDE and trade standards.

(iv) The Contractor shall furnish all hoses and power cables required to connect the shower trailer/s to Government provided utilities, i.e. water, electrical, and sewage. (Each delivery order shall specify the distance to the nearest Government provided utility outlets.)

(v) Shower trailer/s shall meet or exceed the following minimum specifications:

Size (inside dimensions) 6 meters in length
2.4 meters in width
2.4 meters in height

(vi) Shower configuration shall consist of a shower room with a minimum of six (6) shower heads; a dressing room with a minimum of four (4) wash basins equipped with hot and cold water faucets, four (4) mirrors and shelves, four (4) electrical outlets, and twelve (12) clothes hanging pegs/hooks.

(vii) Shower trailers shall contain electrical heaters, constant controlled and sufficient for maintaining a standard temperature, + or - 3 degrees.

(viii) Shower trailers shall contain electrical fans, of a size adequate for ventilating the enclosure.

(ix) Shower trailers shall include an electrical hot water system capable of sustaining a mixed water temperature of 450 degrees C, plus or minus 3 degrees, for a continuous 40 minute period or for 20 individual showers prior to requiring a recycling. The hot water storage tank shall be a minimum of 400 liters and have a control system that will prevent scalding. The hot water system shall be able to provide a water flow rate to each showerhead of 18 GPM.

(x) Each trailer shall be equipped with fluorescent lighting sufficient to provide lux measured at 30 cm above the floor.

(xi) Each trailer shall be equipped with a fuse box, with each circuit within the trailer being appropriately fused to meet the applicable VDE standards. All electrical wiring within the trailer shall originate from this fuse box, and all outlets shall be wired with an appropriate ground to eliminate the danger of electrical shock.

(xii) All floors within the shower room shall be covered with a non-skid surface and/or aerated matting.

(xiii) The contractor shall have an adequate number of dedicated maintenance personnel stationed on-site. Maintenance personnel shall be available 24 hours a day, 7 days a week, in order to perform necessary repairs and/or replacement actions. They shall also be qualified to perform all types of shower trailer maintenance.

(xiv) The US Government will provide utilities upon the completion of the installation of each shower trailer. In addition, the Government shall also be responsible for cleaning of the shower trailer/s. Cleaning shall include the removal of trash, sweeping, mopping, cleaning of wash basins and shower stalls and spot cleaning of interior/exterior of shower trailer/s. The Contractor shall ensure that the trailer/s are delivered clean and disinfected, and the US Government shall return the trailer/s in the same condition. The Government shall also

provide all equipment and labor necessary for snow removal (on top and in the vicinity) of each shower unit.

8. REFUSE COLLECTION SERVICES - TRASH, GARBAGE & WASTE COLLECTION

The services to be provided consist of arranging for refuse containers to be available at specified sites; emptying of refuse containers; and the proper disposal of the trash, garbage and waste. The contractor will be responsible for handling various categories of refuse as described below:

CATEGORIES OF REFUSE

- Regular Trash, consisting of all solid waste material (except those identified in other categories). Required frequency for emptying and/or disposal is variable and will be specified on individual delivery orders;

- Edible Garbage, consisting of all food waste that is generated by food service facilities. Daily emptying/disposal is MANDATORY;

- POL Waste, consisting of oils, antifreeze, brake fluid and any other vehicle related liquids. Required frequency for emptying and/or disposal is variable and will be specified on individual delivery orders;

- Contaminated Soil, consisting of dirt removed from around oil tanks or soil that has been contaminated by the accidental spillage of POL and/or chemical agents. Required frequency for emptying and/or disposal is variable and will be specified on individual delivery orders;

- Medical Waste, consisting of solid waste generated by medical laboratory facilities and which requires controlled disposal. Daily emptying/disposal is MANDATORY;

- Liquid Waste, consisting of chemical agents and liquids generated by x-ray laboratories. Required frequency for emptying and/or disposal is variable and will be specified on individual delivery orders;

- Glass. In many states, and also in many foreign countries, the disposal of glass into general trash containers is prohibited. If applicable government regulations prohibit disposal of glass in general containers, a separate container shall be provided and designated for the disposal of glass only.

* In most locations throughout the world, applicable ecology and environmental laws and regulations establish very stringent rules on the disposal of refuse. The manner and the frequency of emptying refuse containers may vary, depending upon the category of refuse and local area restrictions.

(i) The contractor shall provide commercial type, good quality, refuse containers, specifically designed to accommodate the various types of refuse described above. The containers must be constructed of metal or hardened plastic material that is appropriate for the container size and type of trash. Each container must be equipped with a hinged lid that closes tightly in order to prevent the entry of rain or animals and limits the escape of unpleasant odors. Contractor shall comply with all acceptable trade practices, and all work performed must be in accordance with the local and federal ecology/environmental laws and regulations.

(ii) The Contractor shall provide all labor, material, transportation and equipment required for the delivery, installation, and removal of trash, including final pickup of the containers at the end of the rental period. In addition the Contractor is fully responsible for obtaining and holding current permits with approved dumping and disposal points (unless Government disposal points are specifically identified in the contract schedule).

(iii) The emptying of each container includes the complete removal of all refuse from the container, and the removal of all bagged refuse at the container location. In addition, the Contractor is responsible for cleaning up all refuse that is spilled during the servicing/emptying process.

(iv) The Contractor shall implement a quality assurance program that will ensure that his work and the work performed by his employees and subcontractor employees is accomplished in a manner that conforms with applicable standards of the trade and is in compliance with local and federal host nation ecology laws and directives. The Contractor must obtain and hold current all necessary approvals and permits for the lawful performance of the prescribed services. In addition, the Contractor is responsible for obtaining all necessary permits required for the operation of service and disposal vehicles, including operation on Saturdays, Sundays and holidays.

9. LAUNDRY AND DRY-CLEANING

The Contractor shall furnish all management, labor, transportation, pickup and delivery service necessary for performing laundry and dry-cleaning requirements specified on individual delivery orders. The Contractor shall receive, account for, process, and deliver all official and personal items specified for laundry/dry-cleaning.

(i) Finished articles shall be dry and free of visible soil, lint and objectionable odor. Spots and stains shall be removed where practical to do so without damaging the fabric. Finished articles shall conform to generally accepted industry and local standards of quality, cleanliness, finish, appearance, and packaging. The items shall not only be clean in the sense of being free from soil and stains, but also free from bacteria, fungi and micro-organisms, including pathogens and disease producing organisms. All work performed shall be done under sanitary conditions. (The Government reserves the right to inspect facilities used in performance of this contract, and/or to perform or cause to have performed any test necessary to determine the sanitary condition of the articles delivered by the contractor.)

(ii) Clothing or linen articles received by the Contractor shall be individually inspected for condition/serviceability and classified as to the type of service required.

(iii) Any items found to have been unsatisfactorily cleaned shall be recleaned by the Contractor at no additional cost to the Government or any individual end user of the contract.

(iv) The Contractor shall repair, at no additional expense to the Government or any individual end user of the contract, all damages to individual garments which occur while in the custody of the Contractor. This includes rips, tears, holes, open seams, and replacement of buttons and repair or replacement of zippers.

(v) The Contractor shall provide a linen exchange service. The Contractor is responsible for receiving, collecting, exchanging, and distributing linen articles to and from organizations, activities, or authorized individuals. The Contractor shall also verify count or weight of items received against receiving and shipping documents; store items; and keep items properly segregated to comply with local safety, fire prevention, and/or other storage regulations.

(vi) The Contractor shall track all incoming and outgoing linen. The Contractor shall perform a search for missing items in order to reconcile inventory with stock records.

(vii) Items identified as "direct exchange" shall be exchanged for like items at time of turn-in. Items that are <u>not</u> direct exchange shall be identified as such, and shall be separately processed for pickup by the customer within a 72-hour period. Sheets, pillowcases, mattress pads, mattress covers, and blankets received from organizations may be intermingled (except for medical, if applicable) and processed for reissue to any organization or individual.

(viii) The Contractor shall provide pickup and delivery service. This service shall include loading, unloading, segregating, transporting, counting and obtaining necessary documentation for items picked up or delivered. The Contractor shall also be responsible for providing all delivery vehicles, which shall be maintained in a safe operating condition at all times.

(ix) Weighing/Counting of articles, including the laundry bag, shall be done by Government personnel <u>prior</u> to pickup. Laundry to be picked up may be either dirty and/or wet. The Contractor shall verify weight or count, and sign a pickup ticket for the items being picked up. Contractor's signature constitutes an agreement to the Government's weight/count unless a specific exception is noted on the ticket.

(x) The Contractor shall record the number of pounds/pieces delivered on the delivery ticket , and the designated Government representative will verify the amount. The Contractor shall provide a list of items not delivered on schedule.

10. <u>FORKLIFTS</u>

The services to be provided consist of the rental, delivery, maintenance and removal of the type(s) and size(s) of forklift(s) specified on individual delivery orders.

(i) The Contractor shall provide forklift(s) of a commercial type, equipped for outdoor use. The lifts shall have the capability of lifting the specified weight (Kilos), to a minimum of 2.5 meters in height. In addition the equipment will be capable of maintaining stability on a 6% incline, while handling a load of the specified amount.

(ii) At the time of delivery, the forklifts shall be in a sound mechanical condition, free of all known defects and ready for immediate use. The equipment must meet all the applicable VDE and Trade Union requirements for safe operations.

(iii) In addition to the above, forklifts shall be equipped with the following:

a. Gas/diesel powered engine
b. Self-sustained electrical system to include an electric starter
c. Pneumatic tires (snow chains to be provided during winter months)
d. Spark proof exhaust system
e. Front and rear lights that will facilitate on-road operations during periods of darkness.
f. Driver protection roll bar

g. Adjustable forks
h. Warning device (automatically activated when the lift is placed in reverse gear)

(iv) The Contractor shall furnish all transportation, labor, material and supervision required for the delivery, operational test, repair and maintenance, and removal of the equipment at the end of the
rental period.

(v) In addition, the Contractor shall furnish all POL products, (with the exception of fuel), including distilled water for batteries.

(vi) The Contractor shall provide a point of contact for "on call" maintenance and/or replacement of equipment. The point of contact must be available from 0800 to 2000 hours, including Saturdays, Sundays and all local and/or U.S. holidays. The Contractor shall provide all labor, material and supervision required to keep the equipment in a serviceable and safe operating condition. Repair and maintenance may be performed on site, subject to approval of the designated Government representative. If a forklift becomes inoperable due to the need for repair and/or maintenance, the Contractor will be notified immediately. The Contractor must respond, within six (6) hours after notification, to perform required repair and/or maintenance services. If repair and maintenance services cannot be performed within the same day, the Contractor shall furnish a replacement unit. Equipment that remains inoperable for more than a 24-hour period will be considered not available for use, and rental fees will cease until the equipment is repaired to a fully operational condition or has been

replaced with a serviceable unit. The pick-up and removal of inoperable equipment will be accomplished at no additional expense to the Government.

(vii) When the forklifts are delivered to the Government, the Contractor shall provide an inventory list, in English and in duplicate, identifying each fork lift provided. The inventory shall include a space for Government annotation of the condition of the equipment. The Contractor and the designated Government representative shall jointly inspect the equipment for completeness, and shall list all damage (such as, but not limited to, scratches, dents, etc.) on the document. The document must be signed and dated by both the designated Government representative and the Contractor as verification that equipment was received by the Government in the condition described/ annotated. A copy of the document shall be retained by the Contractor and the designated Government representative for use during the joint inspection that must again be conducted at the end of the rental period.

(viii) In addition, the Contractor shall provide, in English, general operating instructions, to include refueling procedures, how to check and add oil, proper operating techniques and preventive maintenance procedures.

(ix) Upon expiration of the specified rental period, forklifts will be returned to the Contractor, clean and complete with all accessories. Utilizing the inventory described in the preceding paragraph, a joint inspection shall be conducted and all discrepancies noted. Both the designated Government representative and the Contractor shall sign the document to confirm return of the equipment in the described condition. Reasonable wear and tear, as well as damages which are not annotated on the inventory, will not be considered as valid if the Contractor later submits a claim against the Government.

NOTES:

(1) The Contractor shall provide and maintain an adequate inspection system for ensuring that services provided are of the highest quality and conform in all respects to the requirements of the contract. In addition to the Contractor's inspection system, the U.S. Government reserves the right to inspect and test the services called for by the contract, to the extent practicable, at all times and places during the term of the contract/delivery order.

(2) If any of the services do <u>not</u> conform to the contract requirements, the Government may require the Contractor to re-perform the services at no additional expense to the Government.